

FAYAS AHAMED

CUSTOMER SERVICE CURRICULUM VITAE

Email: anasfayas99@gmail.com
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Career Objective

Secure a responsible position in customer service and serve as customer service executive, sharing my breadth of experience and abilities effecting mutual employee and employer growth and success

Total Work Experience

❖ **Customer Service Executive - Talabat** – Kuwait (2023 – 2025)

Duties and Responsibilities

- Working with wider development team
- Provide administrative support to ensure that operations are effective & accurate manner
- Manage Call Center
- Answering phone calls, responding to emails regarding the customer complaints and feedbacks
- Serve as the mail point of contact of clients, addressing the inquiries and resolving issues promptly
- Analyze the customer data and feedback to improve service delivery
- Coordinate with internal teams to ensure customer expectations are met
- Handled customer interactions daily via phone and email
- Identified customer needs and provided tailored solutions
- Assisting in onboarding new clients and training them on product use
- Using **CRM** to follow up/connect with customers' complaints

Reference

Mohammad Halith – 055 2874647

Bank of Baroda, Dubai

KEY SKILLS

AREA OF EXPERTIES

- Administration
- Time management
- Data management
- Organization Skills
- Dairy management
- Filing / Archiving
- Customer Services (**CRM**)

PERSONAL & ADMINISTRATIVE ABILITIES

- Attention to detail, punctual and reliable
- Can work without supervision
- Active questioning & listening skills
- Good written, verbal communication & interpersonal skills
- Ability to cope and work under pressure
- Ability to multitask & manage conflicting demands
- Excellent problem resolution skills
- Efficient and Effective team player and group skills
- Maintain positive attitude in the face of changes in work assignments
- Open to different ideas, working practices & cultures
- Effective organizational skills

COURSES & PACKAGES

- **P.G.D.C.A.**

PERSONAL DETAILS

Name : Fayas Ahamed
Nationality : Indian
Marital Status : Unmarried
DOB : 5th July, 2000
Passport No. : V9648463
Visa Status : Visit Visa
Visa expiry : 22th July, 2025
Linguistic Skill : Tamil, English, Arabic, Malayalam
License Details : Two Wheeler - Kuwait

ACADEMIC QUALIFICATON

B.com(Bachelor of Commerce) 2018-2021

PRIST UNIVERSITY-THANJAVUR